

IIHMR UNIVERSITY

Annual E-Governance Report

FY 2021-22

Prepared by

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Manager

IT Department



Registrar
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Annual E-Governance Report for IIHMR University (2021-22)

Executive Summary

The past year has marked significant strides in IIHMR University's commitment to advancing e-governance. Our efforts have focused on enhancing digital infrastructure, improving online service delivery, ensuring data security, and fostering a more connected and engaged university community. This report outlines the key achievements, challenges, and plans in our e-governance journey.

Key Achievements

S.No.	Initiatives taken during FY 2021-22 to strengthen processes through automation
1	Marketing Department CRM-noPaperForms • Support and Manage the Nopaperform CRM for admission • Admission form designing and testing for all the programmes Smartech bulk emailing tool: • Support to the Marketing, Library, Alumni and training team for template design and bulk emailing work • Training Given to marketing Team member to check insights. • HTML emailer template update on platform. • Broadcast ID insights report shared with marketing team. • User Manual shared with Training team for delete contact details from platform. • Contact bulk data shared with Training Team. • Discussion with vendor for top-up on Smartech. • Comparatives create for bulk email company and share with accounts team. • List wise contact data download and shared with Marketing and IT team. • Bulk HTML code email sending testing on Adobe Machine Marge tool. • Support to Marketing Team for reports. • Discussion with vendor for top-up on Smartech. • Blacklist contact data download and shared with IT team.
2	HR Department • Staff No-Dues work digitalisation • Faculty appraisal form creation on the Microsoft Power app • ERP Leave balance matching work done with Mr. Dheeraj Puri • Left employees done inactive in ERP • LTA report deployment on ERP server. • Demonstration to HR department for LTA report. • Employee ID Card generate and shared with HR team, also provide the short training to Mr. Dheeraj Ji for generate employee ID card through ERP portal.
3	Admission • Technical support and management of NoPaperForms CRM • IIHMR U-MAT entrance Examination conduct and Support (Remote Proctor Examination): • Online GD/PI conduct and Support • Result preparation, approval and admission offer letter sending work



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4	Academic Department - Online classes are conducted through Microsoft Team (attendance, Assignments, midterm exams, feedback, supplementary exams etc.) - Email merge tool configure for Academic team
5	Examination Department - Online Examination support to exam department and students - Exam department-Student result display web display
6	Admin Department - Visitor management - Venue booking, - Tour/Taxi booking - Demo of inventory management tool and implementation work in progress - Admin Gate Pass digitalization - Admin Issue-return work digitalization - Asset Tagging work support to Admin Department
7	Research Division - NFHS-5 East/West data Project work - NTF-UHC (Tool Created on ODK server) - NTF-UHC (2nd Phase) - PHQ 9 (Data Collection Ongoing 31 Received) - Listing form (Application Testing ongoing) - GMHAT-ICMR (Tool And Server Testing) - Daily Covid-19 data update map
8	IT Department - Apple iPhone and iMac for Dr. Ashok Agarwal - AMC renewal-Server and Printer - Zoom subscription renewal - Office 365 AMC - AWS VPS renewal - Network equipment's purchases - K-Block Hostel Networking and Wi-Fi - Installed & configured (SFP module) in the firewall for better performance. - Sophos firewall rule creation for ERP server - Online classes support. - Sophos UTM goes down so configure stand by UTM (Call logged to vendor for replacement) - Support in Admission process -GD-PI & UMAT for new admissions. - Support in the online exam. - Technical support to staff and students through the remote session. - Online MDP support. - Work on issue/return tool for the internal department. - Work on Inventory tool. - Daily routine support of staff. (In Campus) - Daily Covid-19 data update. - Purchasing work. - Bill process and debit note work. - AMC renewal works
9	Training Department Online MDP support: April  Registrar

	May • 02 MDP support for Training programs (WEDP, Medico Legal) • Course on Introduction to Human Biology and Medical Terminologies • Support to Sadhana for Online course Certificate "Human biology and Medical Terminologies" sent June • 03 MDP support for Training programs (Lean Six Sigma in Healthcare WEDP-2, Wellness Program for Healthcare Professionals) • SDGSPH May 15 webinar 467 certificate sent • Support to Udit for Wellness Training program Certificate sent July • 07 MDP Training programs support (Community Based Social Marketing For Health and Development, Online Certificate Course in Research Methods and Data Analytics using R, IIHMR EMERGENCY STARTUP INCUBATION BOOTCAMP, Financial Decision Making for Effective Hospital Management, Health Humanities Arts in Healthcare and Wellness, FLM (Front line Managerial) EFFECTIVENESS, Healthcare operation management techniques and application.) • Support to Udit for Certificate sent • Create MS form for MDP feedback August • 05 MDP Training programs support (Prashant Sharma, Sheenu Jain, Sandeep Narula, Ashish Bandhu, Sailja) • Support to Udit for Certificate sent • Create MS form for MDP feedback September • 02 MDP Training programs support (Prashant Sharma, Susmit Jain) • Support to Udit for Certificate sent • Create MS form for MDP feedback • Merge email database in one excel file. Training alumni data done and shared with training department
10	<u>New Task:</u> • TATA Internet line upgradation from 100MBPS to 250MBPS without increasing the proce • Sophos firewall replacement work • Microsoft Power BI report creation for IT issue-return work • Broadband connection installation process start for Sodani sir home • Create MS form for multiple choice questions Statistical Survey Design • CollPoll-centralized events booking process develop • Email merge tool support for President office • Department wise IT person allocation for technical support

	• Merge email database of training department in one excel file. Download Training email data from govt website. Working on going marketing leads and training data. • National Conclave certificate sent • Demonstration and testing of MOOCs platform to Management • Email etiquettes, Benefits of Documentation, Advantages and Disadvantages of Mail merge, Report Preparation Record keeping of Data and sharing to Sheenu Jain • Reporting of new students • Inauguration of new academic session • Induction of newly admitted students • Convocation • National Conclave certificate sent • Website grammar correction with Sumi Ji under the guidance of President sir • Dissertation work • Summer Training work • New account creation on ERP, Office 365, CollPoll for new admitted students and shared
11	Moocs • Digital Health Course content update on MOOCs platform • Digital Health Course Certificate Mapped on MOOCs platform • Coordinate with the training department for course data collection (FAQ, Assignment, Faculty intro., course image, etc.) • Demonstration of MOOCs platform to Training department.
12	Online activities To enhance our marketing efforts and offer additional knowledge to our current students, the faculty organizes the activities listed below, while we handle the technical aspects. • Webinars - 20 • Master class - 10 • Know your Alumni - 10
13	Online meetings support - 238 In compliance with COVID guidelines, the University management has decided to conduct all meetings online. Therefore, we will manage the online meetings listed below. • FDP Meeting • President Search Committee • Board of Studies (IHMR,SPM,SDS) • 14th Academic Council Meeting • 20th Board of Management Meeting • Management Board Meeting • President announcement meeting -IIHMRU • Director announcement meeting -IIHMRD • Meeting with CHO's • TCI Construction related • IRB • Budget review • Library • NAAC report in ERP • CollPoll and Moocs demo • NSQF diploma • SDGSPH activity



	• Allotment of students for mentorship • Meeting with CHO's • BCT
14	ERP: Implements the Academia ERP features for the automation of the student life cycle. • ERP orientation Given to newly joined faculty and staff members • MPH cohort -8 Term 3 Timetable created. • 3 New course created in ERP (National Health Programmes, Entrepreneurship and Innovations in Health Care, Digital and Social Media Marketing) • Student enrollment done in 3 course and course parameterization done. • PhD Cohort 6 students promoted in ERP except 1 student, mail shared to Ms. Sadhana • Support given to Academic Team on backdate attendance marking • New course added in ERP under RM 1st year CC-648 /Field Work Segment II • 3 New course created in ERP (National Health Programmes, Entrepreneurship and Innovations in Health Care, Digital and Social Media Marketing) • Direct admission for MBA student is ERP for batch 2021-23 • Login Id shared with new admitted students in ERP • Student Attendance support given. • Timetable created. • Attendance Marked. • Session plan uploaded in ERP. • Term-6 Exam result publish on ERP. • Exam schemes update for dissertation. • Examination marks entry support • Testing on Supplementary module on ERP • Demonstrated of Supplementary module to examination team. • User manual shared with Exam team for revaluation and supplementary. • Testing of staging instance server • Data back-up of IIHMR instance server • MBA student ID Card shared with one student. • Receipts generated in ERP system with bulk upload facility. • Receipt's data shared with Accounts Team. • NAAC report demonstration given to IIHMR Management. • Supplementary module Demonstration given to Exam team. • Revaluation and supplementary module User Manual given to Exam Team. • MDP program and course created on IIHMR Staging server. • Examination module Testing on ERP server. • MPH Cohort-8 Term end date updated. • Timetable of MPH Cohort 8- International Global health timetable extended. • Coordinated with Mr. Dheeraj Puri for missing DOE of few employees in ERP. • Created the SDG-SPH department in ERP • President Office department created in ERP, mail to HR • Feedback created for Health Information Management and Decision making and International Global health in MPH Cohort 8. • summary report of CR denied ticket and closed ticket created. • IIHMR instance server update. • Bio Matric machine integration work with ERP • Receipts generated in ERP system with bulk upload facility. • SSL key update on ERP instance server



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- Course Name and code correction work in ERP
- Ph.D. Program Term correction work in ERP
- MPH cohort-9 program batch setup create in ERP
- MPH Term-7 and 8 Exam scheme create
- Academic calendar update in ERP for all program batches.
- ERP July major event work list create and shared with Serosoft Team
- Testing and issue resolving work on HR employee attendance module with HR Team member.
- Direct admission for MBA student in ERP for batch 2021-23
- Faculty privileges update on ERP
- Login Id shared with new admitted students in ERP
- Dissertation setups created for MBA 2019-21 batch.
- Dissertation data update on ERP for MBA 2019-21 batch
- Dissertation data handover to placement team.
- Summer Training setups created for MBA 2020-22 batch.
- Dissertation data update on ERP for MBA 2020-22 batch
- Inventory module support to Vishnu Ji for opening stock entry
- Event Management module demonstration taken from Serosoft team
- Support provided to new admitted students for login into ERP and modules.
- Student login id update and shared with new admitted students in MBA program.
- Student Fee submitted student's data matching work for MBA program.
- MPH cohort-9 newly admitted student data update in ERP.
- Program transfer work for MBA 2021-23 new students.
- Participated in starting committee meeting
- Testing on course invitation personalization email through ERP.
- Exam supplementary setup update for 2019-21 batch.
- Exam Revaluation setup update for 2019-21 batch.
- Exam marks entry support to exam team for Supplementary and Exam revaluation.
- Exam module related issue resolve on ERP server.
- Testing on Supplementary module on ERP
- Testing of staging instance server
- Data back-up of IIHMR instance server
- MBA student ID Card shared with one student.
- Training given to Jkulddeep Ji for service opt-in facility to students.
- Receipt's data shared with Accounts Team (Devendra Ji).
- Vendor discussion on Tickets.
- Ms. Aishwarya Oscar, Mr. Robin and Mr. Sundeep – employee type update in ERP-support to Mr. Dheeraj
- Support given to Dr. Dharendra ji in approving leave in ERP
- Ph D cohort 8, timetable created
- ERP orientation feedback form created, tested, shared with Mr. Hitendra ji
- Faculty role rechecked in ERP
- Support to Digvijay on Feedback report
- Session plan uploaded
- MPH Cohort –8 Term 4 created
- MPH Cohort 8 Student promotion done from Term 3 to Term 4
- Course parameterization done for MPH Cohort 8
- Timetable created for MPH course
- Course specialization process for HM-24 batch
- Exam course data verified with ERP course data

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- Left Employee profile made inactive. (Dr. Sazzad Parwez, Mr. Rajesh Bhardwaj, Mr. Kamlesh Kumar Choudhary)
- MBA New batch (2021-23) Program sections created in all 3 programs – students enrolled in Program Batch section
- Course sections created program wise, 1st year course parameterization done for Non-credit courses.
- Students' enrollment done in respective course section in ERP
- Timetable created.
- Attendance work done (Ph D cohort 8 & MBA 2021-23).
- 1st year Student support in login issue in ERP and attendance
- NAAC student data shared gain to Mr. Digvijay sing
- Support to Richa in attendance
- Academics call raised in Serosoft related to Attendance uploading
- Steering Committee with Serosoft attended
- MBA Batch 2019-21 Student Pass-out process done in ERP
- MHA Executive Program created in ERP
- New admitted student data update under MHA Executive program.
- Bio Matric machine Testing work on ERP
- Receipts generated in ERP for backend hostel occupants.
- SSL key work for Alumni and inventory module.
- Student login id generated in ERP portal
- One student Program Transfer work for 2021-23 batch.
- Bulk Receipts update on ERP portal.
- Email automation work on ERP for Faculty teaching invite.
- Testing on ERP staging server for Faculty Request flow for course outline approval.
- Summer training data update on ERP portal.
- Students retain from term-4 to 3 to work on summer training data.
- Vendor discussion on new requirements for Academic cycle.
- Hostel Fee setup created on ERP portal.
- Hostel Fee update on ERP portal.
- Summer training data handover work from ERP to placement team.
- 2019-21 pass-out student Transcript and Degree update on ERP portal
- Ph.D. students Degree update on ERP portal.
- Running module report shared with Hitendra sir.
- Working on Faculty request flow in ERP staging server.
- BRLF student data update on ERP portal.
- Inventory vendor data shared for office tool work.
- Bill Settlement work with accounts team.
- Student education qualification data update in ERP for MBA 2020-22 batch.
- Cohort-7 Ph.D. student Id card data update and shared with Academic Team
- MBA PM and RM 2021-23 batch profile update on ERP.
- Testing on faculty workload report in ERP.
- MPH program newly admitted student data update in ERP
- Student supports provide for ERP access.
- Course name discussion with examination team for ERP work.
- MBA 2019-21 batch alumni setup done on ERP alumni platform.
- MBA 2019-21 pass-out student alumni data update on ERP alumni platform.
- Ph.D. alumni data update on alumni platform.
- Participated in Exam department meeting for ERP tickets and new requirements.
- Enrollment of students in Program and Batch year in ERP and CollPoll
- Updating new admitted students' profile in ERP

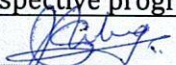

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	• Making pass out students Inactive in ERP and CollPoll • Creating new program and new Courses (when required) • Program Batch creation and Term creation in ERP and CollPoll • Enrollment of Students in Program section in ERP and CollPoll • Creating course section in ERP & course class in CollPoll • Mapping of courses in active Term • Mapping of faculty members in the course and Term • Creating timetable according to session plan in ERP and CollPoll • Student enrollment in course • Marking attendance on ERP and CollPoll • Providing student attendance report to Academic office. • Uploading Session plan on ERP • Creating Mid and Complete module Feedback links on Ms- Teams • Creating Midterm exam link on Ms- Team • Creating module assignment link on Ms-Team • Student promotion process from one term to next term. • Providing student support on attendance, fees. • Creating Online classes schedule on Ms-Teams • Online classes support • Coordinating with Faculty members for timetable sessions. • Online Summary training • Online Dissertation • Creating Student Profile • Student committee election • Elective course student enrollment and providing related reports • Setting the Fees master according to the programs • Support to accounts team
15	CollPoll • Implements the CollPoll features for the automation of student life cycle and campus help center. • Staff No-Dues configure and start • Visitor Management configure and start • Timetable creation • Attendance issue reported in CollPoll support. • Demonstration of Hostel module to admin Team and hostel warden • Create Registration form "Human biology and Medical Terminologies" for internal students • Update Admin Help desk member list • CollPoll Support • New course created in MBA HM-24 in Health stream(HEM - 719 / Public Health Emergency Management) • created the new course in SDS named "RM-736 - Non-Farm livelihoods, Value Chain and Enterprise " credit 1.5 • created the new course in SDS named RM-731 / Field Segment - Livelihood, Skills and Enterprises • created the new course in SDS named RM-737 / Institutions of Collective actions: SHGs, FPOs and Cooperatives • created the new course in SPM named PHRM-739/Business Data Analytics • Timetable creation • Attendance marked.



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- Demonstration of Hostel module to admin Team and hostel warden
- Configuration and setup of Hostel Module
- Hostel allotment and check-in process done.
- Demonstration of Gate pass for hostelers in Coll Poll.
- Requirement collection and configuration of gate pass in Coll poll.
- MBA 1st year student's parent's information share to update on Coll poll.
- Online Marks Entry Demonstration to Exam Team.
- Hands-on Testing on Marks Entry with Exam Team.
- Demonstration given to Management for CollPoll LMS.
- CollPoll Examination Mark Entry Demonstration attended
- MPH Cohort-8 Term end date updated.
- Timetable of MPH Cohort 8- International Global health timetable extended.
- Update Master class, webinars information as a post
- Update Master class, webinars information as a post
- Venue booking
- CollPoll Support
- New course created in MBA HM-24 in Health stream(HEM - 719 / Public Health Emergency Management)
- created the new course in SDS named "RM-736 - Non-Farm livelihoods, Value Chain and Enterprise " credit 1.5
- created the new course in SDS named RM-731 / Field Segment - Livelihood, Skills and Enterprises
- created the new course in SDS named RM-737 / Institutions of Collective actions: SHGs, FPOs and Cooperatives
- created the new course in SPM named PHRM-739/Business Data Analytics
- Timetable creation
- Attendance marked.
- Demonstration of Hostel module to admin Team and hostel warden
- Configuration and setup of Hostel Module
- Hostel allotment and check-in process done.
- Demonstration of Gate pass for hostelers in Coll Poll.
- Requirement collection and configuration of gate pass in Coll poll.
- MBA 1st year student's parent's information share to update on Coll poll.
- Online Marks Entry Demonstration to Exam Team.
- Hands-on Testing on Marks Entry with Exam Team.
- Demonstration given to Management for CollPoll LMS.
- Training given to Jitendra Kuldeep Ji for Hostel and room allotment work.
- Update Master class, webinars information as a post
- Venue booking
- CollPoll Support
- MBA second year selection form
- IT feedback form
- Exit interview form in the testing phase
- MPH Cohort -8 Term 4 created
- Class created and MPH Cohort -8 Term 4 created
- MBA DM program created under school of Development studies
- Student's program changed to MBA DM from MBA RM 2021
- MBA DM 10 Term 1 created, program and batch mapped.
- MBA PM 13 Term 1 created, program and batch mapped.
- MBA HM-26 batch and Term 1 created on CollPoll.
- Student mapping done in respective program.


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	• Non- credit course classes created, faculty mapped, student enrolled. • Ph D cohort 8 batch, Term Prequalified created. • Ph D cohort 8 Academic Cycle for Course Work 1 created. • Students enrolled in Ph D cohort 8 modules. • Working on Bio Matric machine integration with CollPoll • Email automation work on ERP for Faculty teaching invite for session plan. • Hostel infrastructure update in CollPoll • Hostel Fee setup testing in CollPoll • Working on hostel application online process. • venue booking data update in CollPoll • Training given to Jitendra Kuldeep Ji for Hostel allotment with generate receipts. • Participated in online application form for hostel request. • Update Master class, webinars information as a post • Venue booking • CollPoll Support • E-cell membership form created in Collpoll • Student election nomination and election work • Placement Cycle creation (one time) on CollPoll • Provide Support when required • Working on Bio Matric machine integration with CollPoll • Email automation work on ERP for Faculty teaching invite for session plan. • Hostel infrastructure update in CollPoll • Hostel Fee setup testing in CollPoll • Working on hostel application online process. • venue booking data update in CollPoll • Training given to Jitendra Kuldeep Ji for Hostel allotment with generate receipts. • Participated in online application form for hostel request. • Update Master class, webinars information as a post • Venue booking • CollPoll Support • E-cell membership form created in Collpoll • Student election nomination and election work
16	Website: April • Create page new online elective course " Public Health Nutrition " • Create Page for 8 MDP program • MBA RM and MBA Digital Health Landing Uploaded • Alt tag update work ongoing • Placed student creative weekly update • MBA GDPI result Uploaded • Regular Covid-19 Map updated. • Regular updates • Total Update: 96 • Page create: 09 May • Create page for Emergency incubation startup bootcamp • Create Page for 6 MDP program • MBA RM and MBA Digital Health program information removed from the website • Placed student creative weekly update • MBA GDPI result Uploaded

- Image Alt tag update
- Regular Covid-19 Map updated.
- Regular updates
- Total Update: 114
- Page create: 09

June

- Create page for health innovation challenge, executive degree program, pharma quiz
- Create Page for 2 MDP program
- Placed student creative weekly update
- MBA GDPI dates updated
- SSL Purchased and testing
- Regular Covid-19 Map updated.
- Regular updates
- Total Update: 100
- Page create: 08

July

- Create Page for 4 MDP's and FDP program.
- 2021 Academic Calendar update
- Inauguration and Convocation program live on website
- Regular Covid-19 Map updated.
- Regular updates
- Total Update: 120
- Page create: 04
- Website content converted in to the word for grammar checking and content updating.

August

- Student dissertation 2018-20 batch abstracts updated
- Website content (About, Academics, admissions, faculty, research, executive education , placement and alumni) grammar updated.
- Discussion with Shiv Sir, Udit and Sterco regarding the training web pages new design and layout. received quotation and shared with training department
- Segregate Ranking and Accreditation f
- Regular Covid-19 Map updated.
- Regular updates
- Total Update: 89
- Page create: 02 (MBA Result display web page and ranking page)
- Iihmrstartup website discussion with Dr. Sheenu and Dr. Pallavi. Requirement document prepared, domain booked and sent request to vendors for quotation collection

September

- Student dissertation abstracts updated
- Website content (About, Academics, admissions, faculty, research, executive education , placement and alumni) grammar updated.
- Discussion with Shiv Sir, Udit and Sterco regarding the training web pages new design and layout. received quotation and shared with training department
- Segregate Ranking and Accreditation f
- Regular Covid-19 Map updated.
- Regular updates
- Total Update: 89
- Page create: 02 (MBA Result display web page and ranking page)
- Iihmrstartup website discussion with Dr. Sheenu and Dr. Pallavi. Requirement document prepared, domain booked and sent request to vendors for quotation collection

17	JotForm Creations: Create the many jot forms for data collection for Phd. Scholars, MDP, RMU monthly reports, Covid-19 alumni response, Covid -19 vaccination drive, IIHMR Vacancy forms, Pharma quiz, students reporting, student caution money.
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1. Digital Infrastructure Enhancement

Campus Wi-Fi Upgrade: We expanded our campus-wide Wi-Fi network, achieving 99% coverage and increasing bandwidth to support high-speed internet access for all students and staff.

2. Online Service Delivery

Student Portal Enhancements: Introduced new features to the student portal, including real-time grade tracking, online course registration, and virtual counselling services.

3. Data Security and Privacy

Cybersecurity Initiatives: Launched a comprehensive cybersecurity awareness campaign for staff and students, reducing phishing incidents.

Data Protection Policies: Implemented new data protection policies in compliance with international standards, ensuring the confidentiality and integrity of our digital data.

Challenges Faced

Technical Issues: Despite significant improvements, occasional technical glitches disrupted online services. Ongoing monitoring and support teams are working to minimize these interruptions.

Digital Divide: Ensuring all students have equal access to digital resources remains a challenge. We are addressing this by increasing the availability of loaner laptops and expanding financial aid for internet services.


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Future Plans

Green IT Initiatives: Committed to reducing our carbon footprint by adopting green IT practices, including energy-efficient data centres and promoting digital documentation to reduce paper usage.

Plan details as follows:

S.No.	Department	Plan for new FY 2022-23
1	HR Department	- Strengthen or increase the utilization of HR Module in the Academia ERP - Develop the online appraisal tool
2	Marketing Department	Strengthen or increase the utilization of NoPaperforms CRM
3	Academic Department	- Strengthen or increase the utilization of existing features in the academic department - Due to COVID Online classes conducted on the Microsoft team
4	Examination Department	Online exam conduct
5	Accounts Department	Enhance the online payment fee collection and fee reminders
8	Placement Department	Strengthen or increase the utilization

Financial Overview

Budget Allocation:

Capital Expenditure: 59.28 Lacs

Computer Software Exp: 57.41 Lacs (ERP AMC-3.5 Lacs, CollPoll Mobile App subscription-5.0 Lacs+ NoPaperForms-4.1 Lacs)

Conclusion

IIHMR University has made significant progress in its e-governance initiatives, contributing to a more efficient, secure, and connected academic environment. While challenges remain, our strategic plans and continued investment in digital technologies position us well for future advancements.

We thank the entire university community for their support and collaboration in our e-governance efforts.

Report Prepared by:

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Date: April 30, 2022


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